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Commonwealth of Massachusetts

Department of Public Utilities

54th Annual Report

For Fiscal Year Ending June 30, 1977

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The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

November 1, 1977

TO THE HONORABLE SENATE AND HOUSE OF REPRESENTATIVES:

We respectfully submit the fifty-fourth (54th) Annual Report of the Department of Public Utilities for the fiscal year ending June 30, 1977.

During the fiscal year, Harold J. Keohane (Democrat) of Belmont served as Chairman of the Commission through designation by the Governor of the Commonwealth. Other members of the Commission holding office during the year were Eunice P. Howe (Republican) of Belmont, and Reginald C. Lindsay (Democrat) of Boston.

The number of corporations, private firms and municipal corporations, persons or associations under the jurisdiction of the Department who are required to file annual returns for the calendar year ended December 31, 1976 with the Accounting Division are as follows:

Gas Companies - 14
Electric Companies - 15
Municipals (Lighting Plants) - 40
Water Companies - 54
Bus Companies - 81
Street Railways - 6
Railroads - 11
Telephone Companies (incl. Mobile Radios) - 21
Affiliates (Gas and Elec. Cos.) - 17
Voluntary Associations - 8
Telegraph Companies - 1
Express Companies - 1

Quarterly financial reports were required from 53 transportation companies which include railroads, street railway and motor bus companies.

In addition to the foregoing, there were within the jurisdiction of the Department 494 regular route common carriers, 7,201 irregular route common carriers, 8,707 interstate carriers, 412 contract carriers. and 94 agricultural carriers actively engaged in the transportation of property for hire within the Commonwealth.

During the fiscal year, the Commission and employees authorized and designated by the Commission held 591 public hearings, and the members of the Commission held numerous conferences with representatives of the various utilities under its jurisdiction, public officials and ratepayers.

A statistical outline of the work of the Department is as follows:

Petitions and Applications	
Railroads	8
Gas, Electric and Water	65
Motor Bus and Street Railway	149
Motor Truck	5
Telephone and Telegraph	20
Appeal of CMVD Decisions	30
Adjudicatories	138
Airlines	0
Rates and Tariffs	6,806
	7,221

Complaints	
Railroads, Street Railways and Motor Bus	470
Gas and Electric	63,419
Water	26
Motor Trucks	3,246
Telephone and Telegraph	1,962
Rates and Tariffs	200
	69,323

Customer Complaint Hearings	2,807

Rate Schedules

Railroads (Freight and Passenger)	348
Gas and Electric	199
Bus and/or Street Railway	70
Water	6
Telephone and Telegraph (including Mobile Radio Telephone)	38
Annual Motor Carrier of Property Report and Tow Car Reports	2,813
Motor Truck	3,217
Special Permissions	115
	6,806

The receipts of the Department of Public Utilities for the fiscal year from June 30, 1976 to June 30, 1977 are given below:

Administration Division

Meter Inspection Fees	$ 88,021.50
Filing Certain Documents (Administration, Rates, Accounting, Railway & Bus)	67,476.04
Bus Drivers Exams	6,056.00
Bus Inspections	3,360.00
Bus Permits	18,141.00
Bus Drivers Licenses	24,238.00
Sale of Forms	187.90
Miscellaneous	12,042.99
Total	$219,523.43

Commercial Motor Vehicle Division

Copies of Documents	672.15
Motor Carrier Stock Acquisition	370.60
Cab Cards	116.40
Certificates, Permits, Licenses (and Transfers of Same)	14,160.00
Plate Fees (and Transfers of Same)	930,216.50
Brokers' Licenses	20.00
Replacement Plates	94.00
Postage	49,419.50
Miscellaneous Income	37.20
Total	$995,106.35

Departmental Income for 1977 Fiscal Year Total	$1,214,629.78

Capital Stock, Bonds and Notes

Eighteen applications for the approval of the issue and sale of stock, bonds or notes by gas, electric and water companies were processed and approved during the year July 1, 1976 to June 30, 1977. The par value of the stock requested totalled $68,606,700 and the total proceeds from the issue price amounted to $98,356,700 long term debt consisting of bonds or notes amounted to $723,441,000.

The following table shows the securities approved for the several companies including both the par value of the stock and the issue price thereof as required by law.

SECURITIES APPROVED IN FISCAL YEAR 1977

	Amt. at Par	Issue Price Proceeds	Bonds & Notes	Date
Canal Electric Co.	$ 5,812,500(C)	$ 5,812,500 (C)	$ 35,000,000 (B)	7/26/76
Massachusetts Municipal Wholesale Company			335,000,000 (R)	8/6/76
Montaup Electric Co.	9,500,000(C)	9,500,000 (C)		8/24/76
Brockton Edison Co.	9,459,200(C)	9,459,200 (C)		8/24/76
Fitchburg Gas & Electric Light Company			3,000,000 (N)	9/2/76
Dedham Water Company			700,000 (B)	10/1/76
Cambridge Electric Light Co.			5,000,000 (N)	10/22/76
Western Massachusetts Electric Co.			30,000,000 (B)	10/27/76
Mass. Municipal Wholesale Co.			215,000,000 (R)	2/15/77
Boston Gas Company			25,000,000 (N)	3/14/77
Lowell Gas Company			741,000 (B)	3/25/77
Fall River Gas Co.			1,000,000 (N)	3/25/77
Boston Edison Co.	20,000,000 (C)	49,750,000 (C)		3/25/77 3/31/77
Boston Edison Co.			60,000,000 (B)	3/25/77 3/31/77
Boston Gas Company			13,000,000 (N)	5/18/77
Montaup Electric Company	11,900,000 (C)	11,900,000 (C)		5/2/77
Brockton Edison Company	11,875,000 (C)	11,875,000 (C)		5/2/77
Pequot Water Company	60,000 (C)	60,000 (C)		6/2/77

(R) Revenue Bonds
(B) Bonds
(N) Notes
(C) Common Stock

Accounting Division

The following is a list of the Municipal Lighting Plants with their percentage of earnings which, from the returns filed in 1977 for the calendar year 1976, appear to have violated the provisions of the statutes which state that no Municipal Lighting Plant shall charge rates which result in earnings in excess of 8% of the Cost of Plant in Service per annum.

Chicopee	12%
Georgetown	9%
Hingham	12%
Hull	14%
Littleton	9%
Mansfield	9%
Templeton	13%

Increased Depreciation Allowances were processed and approved for Depreciation of Plant and Plant and Property in accordance with Section 57 of Chapter 164 of the General Laws for the calendar year 1976.

Concord
Holden
Middleboro
Middleton
Paxton
Peabody
Wakefield
Wellesley

A field audit and plant inspection was conducted of a telephone company for rate case purposes and anticipated financing.

DIVISION OF RATES AND RESEARCH

ANNUAL REPORT

July 1, 1976 - June 30, 1977

During the fiscal year ending June 30, 1977, the various utilities and common carriers filed with the Division, tariffs, schedules, and contracts in the number and to the extent indicated below:

Railroads (Freight and Passenger)	348
Gas and Electric	199
Bus and/or Street Railway	70
Steamship	0
Water	6
Aircraft (Freight and Passenger)	0
Telephone	38
Western Union	0
Motor Truck (examined and accepted)	3217
(examined and rejected)	
Annual Motor Carrier of Property and Towing Reports	2813
Special Permissions	115

In addition to the filings shown above, the Division received, examined and issued formal orders on 115 petitions seeking a waiver of the statutory filing requirements or department rules governing the filing of tariffs.

Twenty requests were received from the various utilities under our jurisdiction, not including motor carriers of property, for general rate increases which were suspended in accordance with the provisions of the statute, to allow for investigation and hearing. Twenty-six general rate increases were allowed in whole, or in part, after public hearing, during the year. The requests of two companies were denied completely.

Approximately four hundred informal conferences were held with representatives of common carriers and other utility companies, private consultants, and students in regard to rate matters.

The clerical staff prepared and mailed approximately 2300 Annual Motor Carrier of Property Reports which are required under D.P.U. 13773 to be filed on or before April 30th of each year and approximately 2000 Annual Report Forms to carriers performing towing operations upon the order of the police or other public authority, as required by Section 6B of Chapter 159B of the General Laws, which must be filed on or before March 31st.

Total income received for filing tariffs and other documents amounted to $27,366.94.

A great many hours are spent in dispensing information by telephone to the general public, Common and Contract Carriers, and other utilities regulated by the Department.

COMMERCIAL MOTOR VEHICLE DIVISION

On June 30, 1977, at the close of the fiscal year, the Division was exercising supervision over 7,201 irregular route common carriers, 494 regular route common carriers, 8,707 interstate carriers, 412 contract carriers and 94 agricultural carriers of property by motor vehicle for hire within the Commonwealth. There were also 21 holders of transportation broker's licenses. The Division issued 191,986 distinguishing plates and decals to registered carriers and received in fees from all sources a total of $995,164.35.

During the period covered by this report, a total of 1250 public hearings were conducted by the Commercial Motor Vehicle Division, of which 714 represented hearings held on new applications or amendments to existing certificates and permits and 436 represented requests for approval of stock acquisitions and transfer of existing operating authorities. A total of 283 irregular route common carrier certificates, 76 contract carrier permits and 978 interstate licenses were issued from July 1, 1976, to June 30, 1977.

During this same period, after individual hearings, the Division revoked the contract carrier permits, regular and irregular route common carrier certificates of 597 carriers. This action followed evidence that 565 carriers had failed to render service for a period in excess of ninety (90) days. Of this number 43 were voluntary cancellations. Thirty-two (32) carriers had applications denied because they failed to file tariffs as required by Department order; this number included applications for 6 new contract carrier permits, 6 transfers of certificates, 17 new irregular route certificates and 3 amendments to existing certificates. The Division also revoked 110 interstate licenses for failure to render service as an interstate carrier over the ways of the Commonwealth for a period of one (1) year. Of this number, 109 were voluntary cancellations. In nearly all cases the interstate carrier failed to appear at the scheduled hearing and neglected after notice to supply the Department with any valid reason for non-appearance.

There were 34 formal complaint hearings, 452 formal complaints received and 360 formal complaint investigations made and reports filed. Investigators of the Division conducted 9,149 road and cargo checks in all sections of the Commonwealth. The Division also processed 119 formal court cases. Total fines assessed as a result of the court enforcement, plus court costs and surtax assessments, amounted to $5,012.50.

Reciprocal arrangements which provide for the waiver of registration fees for carriers domiciled in 24 states and the District of Columbia were continued in effect. The progressive growth in the work load of the Division is readily seen from comparative statistics over the past five year period.

	1973	1974	1975	1976	1977
Total Income	$582,504	$591,674	$867,683	$890,721	$995,164
Number of plates/decals Issued	154,143	160,366	166,770	173,897	191,986

DIVISION OF RAILWAY AND BUS UTILITIES

The Division of Railway and Bus Utilities has the responsibility of the safety of the public while traveling on railroad or rapid transit trains, on street cars, or on buses that are engaged in regular route, charter, special or sightseeing services, within the Commonwealth. To accomplish this, all equipment must be inspected and approved for service and periodically inspected thereafter. It is also necessary to make periodic checks of facilities, including: Tracks, roadbeds, bridges, control signal systems, crossings of railroads or of railroads with public ways at grade, of maintenance and storage garages, sheds or areas. On street railways and rapid transit lines, switches, switch points, guard-rails, spikes and ties must be checked, as well as trolley supports and third rail pedestals.

The qualification of personnel who are engaged in the transportation of the public by any of the above methods must be determined; all bus drivers are given road tests in vehicles of the type they will drive as well as instruction in Department regulations before a Department bus driver's license is issued; railroads have a Department approved book of rules, which all key personnel are tested on, initially and periodically thereafter. Train crews, dispatchers, signal men, etc. must learn the book of rules, which governs all train operations on their railroad. Department personnel must be qualified to interpret, to recognize and to investigate violations of these rules in the course of train operations.

During the fiscal year, many observations, inspections, tests and investigations have been made in the interest of safety. All complaints relative to public convenience and necessity, particularly involving questionable safety practices must be investigated. All accidents which result in death, or serious injury to a person or persons involved, or the destruction of an excessive amount of property, or accidents which jeopardize the safety of the public, are investigated, and reports of these investigations are kept in Department files.

The results of these investigations are a basis for determining the need of amendments or additions to existing Rules and Regulations controling operations and equipment; or, even to indicate a need for jurisdictional legislation to afford added safety for the public.

During the fiscal year, the Division of Railway and Bus Utilities made 171 inspections of rolling stock, including passenger and freight cars, street railway cars and trackless trolley coaches; 19 inspections of railroad and street railway bridges; 187 inspections of railroad and street railway stations; 214 inspections of railroad and street railway track signal installations; 224 inspections of signal interlocking installations, of which 13 required testing; 257 inspections of automatic train stops; 2394 inspections of grade crossing protection installations, which included 5413 inspections of the distant warning signs; inspected 1695 miles of railroad track and 62 miles of street railway track. The many defects found were called to the attention of the proper authorities and corrective measures were programmed.

The Division investigated 4 fatal railroad grade crossing accidents, which resulted in 4 deaths and 3 personal injuries; 2 fatal street railway accidents, which resulted in 2 deaths and 44 personal injuries; 32 non-fatal railroad grade crossing accidents, which resulted in 13 personal injuries; 51 non-fatal street railway accidents, which resulted in 86 personal injuries; 130 other accidents on railroads or street railways, which resulted in 9 fatalities and 105 personal injuries.

The Division of Railway and Bus Utilities also inspected 5,169 motor buses; 185 highway bridges on certified bus routes; 41 proposed bus routes; examined 2,348 persons for D.P.U. bus drivers licenses, of which 85 were rejected; investigated 7 fatal bus accidents, which resulted in 7 deaths and 14 personal injuries; 57 non-fatal accidents, which resulted in 37 personal injuries; 582 bus operating violations, which affected the safety of passengers.

Complaints from the public relative to all forms of transportation for a variety of reasons totaled 470, which were investigated and the complainants contacted either personally, by telephone or through correspondence.

All of the above work necessitated 1,656 special investigations, studies or conferences.

In addition to the above field work, the Office Force issued 12,064 D.P.U. drivers licenses; 3,645 motor bus permits; 383 school service permits; 248 special service permits and 41 temporary operating rights; conducted 102 hearings and drafted 118 Department Orders.

Moneys collected and accounted for were as follows: $6,131.00 for drivers examinations; $24,340.00 for drivers licenses, including duplicates; $18,225.00 for motor bus permits, including duplicates; $3,380.00 for motor bus examinations and $1,845.00 for special and school service permits.

The Office Force aids Department Inspectors in expediting duties as the need arises. They must attend to correspondence, indexing, typing Orders, filing and miscellaneous work connected with the duties of the Division. They also attend to and confer with the general public and with members of the transportation industry who are regulated by or come within the jurisdiction of the Department.

ENGINEERING DIVISION

Rules and Regulations Relating to the Engineering Division:

D.P.U. 1073-C requires the filing of reports to the Department where there is a fatality or substantial property damage caused by electricity or gas.

D.P.U. 4980: requires the filing of additions, betterments and retirements to plant and general equipment accounts by the various utility companies within the Department's jurisdiction.

D.P.U. 12769: regulates the building of roads or ways over any high pressure gas transmission pipeline.

D.P.U. 11725-E: regulates natural gas distribution companies

Section 2: regulations covering the design, construction, operation and maintenance of oil gas production plants and facilities.

Section 3: regulations covering design, construction, operation and maintenance of meter, regulator and gate stations and related facilities.

D.P.U. 11725-F: regulates natural gas distribution companies

Section 1: rules to insure safe operating practices of gas corporations and municipalities engaged in the distribution of gas.

Section 4: regulating design, operation and maintenance of liquefied petroleum plants and facilities.

Section 5: regulating design, operation, maintenance and repair of liquefied natural gas plants and systems.

Section 6: regulating design, operation, maintenance and repair of substitute natural gas plants and facilities.

D.P.U. 16475: Massachusetts Department of Public Utilities Code for the Installation and Maintenance of Electric Transmission Lines for 50 KV and over.

D.P.U. 17590: Massachusetts Department of Public Utilities Safety Code for Underground Electric Supply and Communications Lines, 50,000 volts and below.

D.P.U. 14899: Rules and Regulations pertaining to the Installation and Design of Automatic Shut-off valves (fire valves) for use in gas meters.

Chapter 385 of the Acts of 1965 requires the Department to examine and approve plans for water distribution systems, as to adequacy.

Chapter 370, Acts of 1963 as amended by Chapter 403 of the Acts of 1968, and Chapter 208 of the Acts of 1970, requires contractors and others to notify the local utility company before digging in the streets. Utility companies are required to file monthly reports to the Engineering Division of the Department concerning breaks in their facilities in the streets.

This Department, under the provisions of a 5(b) Agreement with the Department of Transportation, Office of Pipeline Safety, functions as Agent of that Department in carrying out gas safety inspections and enforcing the regulations contained in the OPS Code, Parts 191 and 192.

Monthly Reports Required by the Engineering Division

1. Odorization reports for gas distribution and transmission companies.

2. Number of fire valves installed by each gas utility or municipal gas department.

3. Number of gas meters tested each month by each gas company or municipal gas department.

4. System voltage reductions as they occur.

5. System load shedding.

6. Electrical outages of 200 or more customer outage hours.

7. Breaks in utility company facilities in the streets, reported monthly by utility companies.

8. Periodic reports of gas main construction as required by the Department's gas distribution code in D.P.U. 11725-F, section one.

9. Monthly reports from electric companies showing energy needs, planning, etc.

10. Monthly reports from electric companies showing fuel adjustment data.

11. Periodic questionnaires are submitted from gas utilities and municipal gas departments showing energy supplies, projections, policies, etc.

12. Such other statistical information as required by the Department from time to time.

SURVEYS

For informational or regulatory purposes, certain surveys are conducted on a continuing basis by the Engineering Division.

These include:

Gas meter testing survey required of all gas utility companies in Massachusetts.

Number of fire valves installed in gas meters in each gas distribution company.

Survey of breaks in utility company facilities in the streets caused by contractors and others excavating.

Survey of quarterly safety exercises, drills, etc. at all LNG plants in Massachusetts.

Survey of electrical outage data, monthly.

Gas odorization reports, monthly, from all gas distribution companies.

Compilations

1. Gas pipe break data showing damage caused by contractors and others excavating.
2. Damage to electrical facilities underground caused by contractors excavating.
3. Electrical accident reports, monthly.
4. Reports of gas outages, monthly.
5. Reports of LNG safety exercises, quarterly.
6. Gas meter testing survey, monthly, from all gas distribution companies.
7. Number of fire valves installed monthly by each gas company.
8. Gas odorization reports from all gas distribution companies.

PLANT ACCOUNTING

During the past fiscal year, the Engineering Division examined the schedules of additions, betterments and retirements to plant and general equipment accounts of the following companies:

Boston Edison Company
Boston Gas Company
Fitchburg Gas and Electric Light Company
Commonwealth Gas Company
Cambridge Electric Company

Because of staffing limitations, the Division has not been able to keep current in reviewing the annual Additions, Betterments and Retirements Reports from each Company. Therefore, where possible, those companies seeking rate relief have been given priority. We are attempting to remedy this situation, but unless funding is made available for filling vacant positions, a continual backlog will exist.

The related physical property was inspected.

Office of Pipeline Safety

DEPARTMENT OF TRANSPORTATION

Acting as Agent of the Office of Pipeline Safety, the Department of Public Utilities made a series of inspections at the following gas distribution companies to insure compliance with the regulations:

Bay State Gas Company	- Ludlow LNG Plant - Marshfield LNG Plant - Brockton LNG Plant - Lawrence LNG Plant
Boston Gas Company	- Commercial Point LNG Plant - Lynn LNG Plant - Salem LNG Plant
Cape Cod Gas Company	- Yarmouth LNG Plant - Wareham LNG Plant
Commonwealth Gas Company	- Hopkinton LNG Plant
Middleboro Gas Department	- LNG Plant
Distrigas-Everett	- LNG plant
Haverhill Gas Company	- Haverhill LNG Plant
Fall River Gas Company	- LNG Plant
Lowell Gas Company	- Westford LNG Plant - Tewksbury LNG Plant - Tewksbury Propane Plant
New Bedford Gas & Edison Light Company	- Acushnet LNG Plant

The above inspections included conferences where necessary, sound level studies where indicated, inspection of pressure testing and examination of x-ray films of welds, and technical assistance.

Also included is a quarterly review of the fire fighting and other safety exercises at each LNG plant in Massachusetts

LIQUEFIED NATURAL GAS

Inspections, Studies, Reviews, etc.

During the past fiscal year members of the Engineering Division made inspections as follows:

Cape Cod Gas Company site for operation of a temporary LNG portable vaporization unit and LNG transport in the town of Wareham to insure compliance with the Department's safety regulations, including the distance of the installation from the nearest houses, installation of barricades, manning of equipment during operation, proper safety and sensing devices and portable dry chemical units for fire protection.

Review and investigation of LNG supply contracts of Bay State Gas Company with Berkshire Gas Company, Cape Cod Gas Company, Haverhill Gas Company, Holyoke Gas Department and Fitchburg Gas and Electric Light Company.

Made review and investigation of contracts of Boston Gas Company with Distrigas of Massachusetts Corporation including settlement agreement, long term contract, interim contract and pipeline displacement contracts.

Made report of staff recommendations and drafted orders relating to petition of the Berkshire Gas Company in D.P.U. 18649 for a zoning exemption for certain LNG facilities in Greenfield.

A member of the Division met with the Selectmen of the town of Ludlow and other area towns at their request to discuss trucking of liquefied natural gas through their area streets.

SUBSTITUTE NATURAL GAS PLANTS

D.P.U. 11725-F
Section Six

The Department's Gas Distribution Code, Section 6, regulates the design, operation, maintenance and repair of Substitute Natural Gas (SNG) plants and systems.

During the past fiscal year, the following inspections were made:

Continued inspections were made at Boston Gas Company's Substitute Natural Gas facility at Everett, Massachusetts, while the plant was undergoing modifications.

Pipeline Certifications

In accordance with the requirements of D.P.U. 11725-F, section one, the Department requires that gas mains to be operated at a pressure of 150 to 200 psig shall be air tested or hydrostatically tested for tightness. X-rays of welded joints are inspected and methods of construction examined for compliance with the Department's regulations. The following pipelines were certified during the past fiscal year:

7855 feet of 12" gas main installed by Lowell Gas Company in the town of Tewksbury.

GAS MAINS ON BRIDGES

D.P.U. 11725-F, section one, requires Department approval of gas mains installed over, under or in bridges by all Massachusetts gas companies. The following such installations were approved by the Department, after examination of the installation plans, for compliance with the Department's regulations:

Installation of a six inch high pressure gas main on a bridge in the town of Pepperell by the Lowell Gas Company.

Installation of a six inch high pressure gas main on a railroad bridge in the city of Lowell by the Lowell Gas Company.

Installation of two eight inch gas mains on bridge in the city of Worcester by the Commonwealth Gas Company.

Installation of an eight inch gas main over the Hoosac River in the city of North Adams by the Berkshire Gas Company.

Installation of a twelve inch welded steel gas main along Reservoir Road in Brighton by the Boston Gas Company.

Installation of a six inch steel gas main in an eight inch casing in the town of Dennis over the Midcape Highway by the Cape Cod Gas Company.

Installation of an eight inch gas main in the town of Williamstown by the Berkshire Gas Company.

GAS DISTRIBUTION SYSTEMS

Uprating

D.P.U. 11725-F, Section One

Inspected various steps and procedures for uprating gas distribution piping in the area served by the Middleboro Municipal Gas Department to insure compliance with the regulations of the Department's gas distribution code.

Inspected various steps and procedures for uprating gas distribution piping in the area served by Bay State Gas Company at Brockton to insure compliance with the regulations of the Department.

The Department is advised when an uprating is proposed. The uprating is accomplished in increments of 10#. Each step is supervised by an Engineer from the Department.

D.P.U. 12769

This Department order regulates the building of roads over high pressure gas pipelines. Under the provisions of this order, any road to be constructed over a high pressure gas main of the Algonquin Gas Transmission Company or the Tennessee Gas Pipeline Company must comply with the backfill, casing and depth of cover requirements. A subdivision and profile plan is filed with the Department, the construction and backfilling methods are inspected by a member of the Division for compliance with the Department's regulations.

The following such inspections were made during the past fiscal year:

A proposed road to be constructed over high pressure natural gas line of the Algonquin Gas Transmission Company in the town of Sherborn.

A proposed road to be constructed over the high pressure natural gas line of the Tennessee Gas Pipeline Company in the town of Burlington.

A proposed roadway to be constructed over the Tennessee Gas Pipeline Company's high pressure gas main in the town of Danvers.

In each case, the site is inspected for the type of traffic to be expected over the pipeline, backfilling practices and material are checked, proper depth of cover is required or casing is prescribed if needed.

GAS
Studies, Conferences, etc.

During the past fiscal year, the Engineering Division participated in the following studies, conferences, etc. relating to gas:

Continuing investigation of terms and conditions relating to new services and extensions of service in gas company rate schedules.

Review of proposed tariff filing by Bay State Gas Company which prohibits firm customers with industrial fuel capability from switching to interruptible supply as an economy measure.

Attended conference at Newport, Rhode Island relating to matters under the jurisdiction of the Department of Transportation, Office of Pipeline Safety.

Witnessed pressure testing and examined x-rays of piping being replaced at Commonwealth Gas Company regulator station.

Held conference with Fitchburg Gas and Electric Light Company relating to the status of certain interruptible gas customers.

Witnessed pressure testing and examined welding on gas pipeline being installed by Lowell Gas Company.

Completed a three day rectifier training program at Commonwealth Gas Company.

Investigated gas leak in the Plymouth area served by New Bedford Gas and Edison Light Company.

Met with Selectmen of the town of Ludlow and several area towns at their request to discuss the trucking of LNG over streets in their respective towns.

Conducted review of Berkshire Gas Company revision of residential and apartment gas heating service rate structure.

Held meetings with contractors and utility company representatives relating to breaks in utility company facilities in the streets to point out responsibility under the law on both sides, to insure proper communication between contractors and gas company, proper marking of utility facilities in the streets and to prevent similar occurrences in the future.

Made studies of variations in customer charges for new services and main extensions by gas companies and explored recommendations regarding standard policy for such matters.

GAS, miscellaneous (continued)

Reviewed cost of service study to be submitted by Commonwealth Gas Company as an exhibit in D.P.U. 18545 and prepared several memoranda thereon.

Members of the Division reviewed the site of a proposed liquefied natural gas facility in Greenfield and conferred with various interested persons and groups.

Inspected pressure testing at New Bedford Gas and Edison Light Company site preparatory to reactivating low and intermediate pressure gas mains.

Made study of Bay State Gas Company terms and conditions as they pertain to customers with dual fuel capabilities.

Attended demonstrations of Driscopipe to be used in natural gas distribution systems.

Attended meeting of the American Gas Association relating to liquefied natural gas.

Attended Department of Transportation Office of Pipeline Safety conference on recommended standards for polyethylene pipe including pressures and methods of utilization.

GAS INCIDENTS

A total of 99 incidents was reported to the Department. The majority of these were caused by plugged ports, improper lighting procedures, etc.

Nine accidents were investigated by members of the Department's Engineering staff and reports of these are on file.

Recommendations for improved safety practices are made subsequent to an investigation of any conditions are found which would indicate such recommendations are necessary.

ELECTRICAL CODE

Inspections for Conformance with Code

In 1970 the Department of Public Utilities issued its Code for the Installation and Maintenance of Electric Transmission Lines.

During the fiscal year certain inspections are made at various electric companies to insure compliance with the provisions of this code. During the past year, such inspections were made at the following companies:

Fitchburg Gas and Electric Light Company

Massachusetts Electric Company

Montaup Electric Company

New Bedford Gas and Edison Light Company, New Bedford and Plymouth Divisions

Boston Edison Company

New England Gas and Electric Association

ELECTRICAL
Conferences, Studies, etc.

During the past fiscal year, the personnel of the Engineering Division participated in the following conferences, studies, etc., relating to various electrical matters:

Submitted quarterly to the National Association of Utilities Commissioners a tabulation of typical residential electric companies in Massachusetts.

Attended several meetings and seminars relating to solar energy and conservation proposals.

Attended meeting of task force on emergency energy planning at Rhode Island Public Utilities Commission.

Reviewed and investigated line extension policies of various electric companies.

Attended seminar/workshop sponsored by ERDA at Boston re: alternate energy sources.

Attended New England Regional Safety Committee meeting.

Reviewed and made physical inspection of two proposed transmission line routes of the New England Power Company to ascertain the possible environmental impact of each.

Inspected construction to date at the Seabrook Nuclear Power Plant at Seabrook, New Hampshire.

Attended meeting of the Salem Harbor Power Plant Advisory Commission at Salem.

Attended staff conference of Massachusetts Siting Council re: establishment of guidelines for planning high voltage transmission facilities.

Reviewed and made physical inspection of proposed generating facilities and related transmission lines of the Massachusetts Municipal Wholesale Electric Company at Ludlow for the purpose of ascertaining its probable environmental impact.

Submitted staff recommendations and drafted order to the Commission relating to the proposed Golden Hills to Tewksbury 345 KV transmission line of the New England Power Company (D.P.U. 18140-1-2-3).

Met with representatives of the New England Power Company and Massachusetts Electric Company and others to discuss company testing and knowledge of energy saving device.

Held conference at Massachusetts Electric Company at Milford to determine possible damage to customer property due to fault on distribution feeder.

Drafted Department order for D.P.U. 18225-6-7-8, proposed East Bradford to Whittier 23 KV transmission line and related substation. Completed final limited environmental impact report relating to the same line.

Inspected substations and distribution facilities of various electric companies for compliance with the Department's electrical code.

Made study of electric transmission line relocation by Brockton Edison Company in the town of Cohasset and completed limited environmental impact report on same.

Investigated petition of New England Power company in D.P.U. 18140-1-2 for a change in proposed route of a 345 KV transmission line.

Attended meetings of Utilities Siting Council at the request of the Department.

Drafted limited environmental impact report for the New England Power Company Wrenthan-Plainville 115 KV transmission line and substation.

Made investigation and analysis of the allocation of costs by Cambridge Electric Light Company for the sale of steam from its generating stations to its steam heating service subsidiary.

Reviewed testimony and exhibits submitted by the New England Power Company in D.P.U. 18229-30-31 relating to electric transmission facilities in the town of Dracut.

ELECTRICAL ACCIDENTS

During the past fiscal year, forty electrical accidents were reported to the Department. Six of these required staff investigation by members of the Department's Engineering Division.

A report is written on each such investigation and these are on file in the Engineering Division.

Recommendations for improved safety practices are made subsequent to an investigation if any conditions are found which would indicate such recommendations.

WATER

Under the provisions of Chapter 165 of the General Laws, this Department has jurisdiction over privately owned water companies in Massachusetts. Also under the provisions of Chapter 385 of the Acts of 1965, this Department must approve the adequacy of water distribution systems before any water system may be set up or building permit issued.

Under the provisions of these laws, the Engineering Division carried on the following activities:

Made investigations of various complaints against water companies.

Made water main pressure tests with Bristol Recorders as a result of customer complaints of system failures.

Made inspection of new water facilities at the Cape Cod United Church Home Development at Mashpee.

Held conferences with the town building inspectors of several towns including the town of Cheshire (Hutchinson Water Company) and the town of Plymouth (Agua Water Company).

Conferred with the Country Farm Estates Water Company on various water distribution matters.

PUBLIC HEARINGS

During the past fiscal year, members of the Division presided at or participated in the following public hearings:

D.P.U. 18783, petition of Brockton Edison Company, for relocation of a 23 KV transmission line.

D.P.U. 18140-1-2, petition of New England Power Company for a zoning exemption for electric transmission line facilities in the town of Tewksbury, etc.

D.P.U. 18649, petition of the Berkshire Gas Company for authority to construct certain liquefied natural gas facilities in the town of Greenfield.

D.P.U. 18683, petition of the New England Power Company for a zoning exemption for certain electrical facilities in the town of Northbridge.

D.P.U. 18921, petition of New England Telephone and Telegraph Company for a determination that public convenience and necessity require locations in portions of a public way in the care and control of the Metropolitan District Commission in Medford.

Members of the Division attended a public hearing in the town of Cheshire relating to initial approval of the distribution system of the Hutchinson Water Company.

ELECTRIC METER TESTS

During the past fiscal year, a total of ninety-three electric meters were tested in areas served by Boston Edison Company, Hull Municipal Light Department, Massachusetts Electric Company, Western Massachusetts Electric Company, Brockton Edison Company and New Bedford Gas and Edison Light Company.

All meters registered within the legal tolerances for accuracy.

MISCELLANEOUS

During the past fiscal year, members of the Division attended the following meetings, made studies, etc.

Attended preview of Coastal Zone Management Proposed Work Plan.

Met with a representative of the Office of the Attorney General to discuss an energy saving device. The Department will perform informally an independent test on this device at the request of the Attorney General.

During the past fiscal year, the Department instituted a program for calibration of all meter provers in Massachusetts.

Members of the Division made investigations of several line extension problems involving both gas and electricity.

Electrical Outages

A major snowstorm swept through the state on May 9 and 10, 1977, leaving 709,289 customers without electric service for periods up to four days, and averaging ten hours.

The total cost of restoration has been estimated to approach five million dollars state-wide.

The Engineering Division has made an extensive study of areas of failure and is continuing to study specific areas of both transmission and distribution criteria.

It is anticipated that the staff will complete its report on the transmission related outages due to this storm by October, 1977. The Division will also issue in October, 1977, a report on the distribution related outages in Massachusetts due to this storm. Both reports will contain specific recommendations for improving system design and operations.

A summary sheet is attached showing electrical outage data on all other outages occurring during the past fiscal year.

Gas Meter Inspection

During the past fiscal year, 163,166 gas meters were tested and inspected as required by statute. Those found to be registering correctly, 160,536, were sealed and badged as required.

Two thousand six hundred thirty gas meters were found to be registering incorrectly, after being tested by the company, and were rejected by the gas inspectors.

Four hundred forty-two gas meters were tested on complaint and of this number, three hundred twenty-nine were found to be operating correctly and one hundred thirteen incorrectly; i.e., more than two per cent fast or slow.

Gas Inspection

During the past fiscal year, one hundred ninety-six gas tests were performed relating to heat content and odorant of the gas supplied by the various Massachusetts gas distribution companies. There were no violations of the legal standards.

Fees

Gas. During the past fiscal year $86,642.00 in fees was collected for the testing of gas meters.

Electric. During the past fiscal year $80 in fees was collected for the testing of electric meters. (No fee is required for the testing of electric meters if the test is requested by the Department's Complaint Division.)

Reimbursement from the Department of Transportation Office of Pipeline Safety

This Department has a 5(b) Agreement with the Office of Pipeline Safety. Under the provisions of this Agreement, this Depart- acts as their Agent in carrying out the provisions of the Gas Pipeline Safety Act, Parts 191 and Parts 192. Fifty per cent of our gas safety inspection activities are reimbursable by the Office of Pipeline Safety. For the past fiscal year, this amounted to $11,663.50.

1976

MONTHLY ELECTRICAL OUTAGE REPORT

COMMONWEALTH OF MASSACHUSETTS

Department of Public Utilities - Engineering Division

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Year
1. Number of electric companies and municipal electric departments, of over 100 ultimate customers	52	52	52	52	52	52	52	52	52	52	52	52	
2. Number of above reporting "reportable outages"	10	12	9	9	10	11	11	14	11	9	10	10	
3. Number of "reportable outages"	107	159	136	93	86	120	121	350	64	140	64	127	
4. Customers affected-thousands	137	185	187	146	115	237	163	376	110	157	88	192	
5. Customer-outage hours, "	173	247	277	126	111	163	202	566	125	205	125	189	
6. Cause of outage, per cent													
a. cable faults	31.9%	22.6%	24.2	30.1%	19.7%	20.8%	24.8%	6.5%	23.4%	10.7%	23.4%	19.0%	
b. equipment failures	27.4%	17.0%	27.2	32.2%	11.6%	25.0%	24.8%	13.1%	18.7%	17.8%	17.2%	39%	
c. car hit pole	7.6%	6.9%	13.2	12.9%	26.7%	5.9%	14.9%	4.9%	15.6%	13.6%	31.3%	16.5%	
d. wind, storm, lightning, snow, tree limbs, ice on overhead wires	25.4%	42.2%	22.8	9.7%	25.6%	31.6%	26.4%	72.0%	20.4%	46.5%	9.4%	20.0%	
e. scheduled	1%	2.5%	7.4	4.3%	10.5%	5.9%	1.7%	.9	9.4%	5.0%	10.9%	.8	
f. other	7.6%	8.8%	5.2	10.8%	5.9%	10.8%	7.4%	2.6	12.5%	6.4%	7.8%	4.7%	
7. Duration of average reportable outage, hours	1.3	1.3	1.4	.8	.9	.6	1.2	1.5	1.1	1.3	1.4	.9	

This report summarizes reports as submitted by all electric companies and departments of over 100 ultimate customers, in compliance with our letter of March 18, 1968. Only outages of 200 or more customer outage hours are required to be reported. These are designated "reportable outages".

Total number of customers in companies/departments of over 100 ultimate customers in Massachusetts as of December 31, 1969 based on bills rendered per annual return, page 38, was

1977

MONTHLY ELECTRICAL OUTAGE REPORT
COMMONWEALTH OF MASSACHUSETTS
Department of Public Utilities - Engineering Division

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Year
Number of electric companies and municipal electric departments, of over 100 ultimate customers	52	52	52	52	52	52	52						
Number of above reporting "reportable outages"	9	8	13	9	10	10	11						
Number of "reportable outages"	216	86	277	98	82+ (storm)	175	172						
Customers affected-thousands	392	94	472	122	849	211	328						
Customer outage hours "	771	133	2901	138	7703	292	401						
Cause of outage, per cent													
a. cable faults	18.0%	39.5%	11.9%	26.5%	no meaningful figures available	14.4%	16.2%						
b. equipment failures "	13.9%	32.7%	11.9%	30.7%		13.1%	16.2%						
c. car hit pole	4.8%	5.8%	4.7%	16.3%		11.6%	9.8%						
d. wind, storm, lightning, snow, tree limbs, ice on overhead wires	55.7%	17.4%	63.2%	16.3%		51.5%	44.9%						
e. scheduled	2.8%	2.3%	3.6%	3.1%		5.1%	5.8%						
f. other	4.8%	2.3%	4.7%	7.1%		4.3%	7.1%						
Duration of average reportable outage hours	1.9	1.4	6.1	1.1	10.6	1.3	1.2						

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REPORT OF OPERATIONS OF TELECOMMUNICATIONS DIVISION

June 30, 1977

I. JUDICIAL ACTIVITY

A. 18210 Remand — Phase I (Revenue Deficiency)

On May 31, 1977, the Department's Order responding to the Supreme Judicial Court's directives in the New England Telephone and Telegraph Company v. D.P.U., 1976 Mass. Adv. Sh. 2246, was issued. The Department's decision allowed NET only the Court mandated $20 million in additional rates.

The decision brings to a conclusion the revenue deficiency portion of the case which began in 1974 with NET's request of $200 million in rate increases. The Department allowed $93.6 million in November, 1975. The Supreme Judicial Court allowed an additional $60 million in June, 1976, and remanded the case to the Department for further findings and directions to allow at least $20 million more in rate increases. That is, NET has obtained $173.6 million of its initial request of $200 million.

Phase II of the case which involves cost of service and rate structure questions is still in progress.

B. Dimension PBX

Substantial efforts were devoted to the preparation of briefs and arguments in support of the Department's decision concerning Dimension PBX, D.P.U. 18403 (1976). On June 3, 1977, the Supreme Judicial Court issued its decision fully affirming the Department's decision in this matter. As a consequence of the Court's decision, the Telephone Company withdrew a filing for ComKey 2152, D.P.U. 19199, which had contained a 2-tier pricing structure similar to that which had been rejected in the Dimension case.

C. Bellboy

Argument was held before Single Justice of the Supreme Judicial Court on the Company's Motion to Stay the Department's decision of May 13, 1977, concerning Bellboy Pocket Paging Service, D.P.U. 18090. The Company's Motion for Stay was denied by the

Court without prejudice to its renewal to the Department. Argument on the Motion was held at the Department on June 9. A supplemental order was issued June 14, which denied the Company's Motion to Stay and clarified some of the findings in the Department's decision of May 13, 1977.

II. REGULATION OF RATES

A. Investigations concluded and Orders issued

DPU #	CONCERNING	ORDER ISSUED
18690	Speedcalling	Feb. 16, 1977
18766	Restructing 400 Series Dataphone	April 26, 1977
18713	Public Announcement Service	March 14, 1977
18811	Touch-A-Matic	May 27, 1977
19146	Dual Directory Listing	May 22, 1977

A tariff revision proposed by NET for Design Line telephones was allowed to go into effect without suspension.

B. Investigations in Progress

1. Community Calling Cases

Hearings have been held and draft orders are in the process of being prepared in the following cases:

DPU #	CONCERNING
18368	Harvard
18915	Norton
18702	Taunton
18916	Windsor
18917	Winchester
18968	Rockport

2. Radio Common Carrier Cases

Hearings have been held and draft orders are in the process of preparation subject to the receipt and analysis of outstanding information requests for the following cases:

DPU #	CONCERNING
19066	Telcom
19110	Ram
19150	Zipcall

3. NET Filings

Investigations are in progress concerning the following filings of NET Company:

DPU #	CONCERNING
19086	Additional ComKey Features
19129	Remote Call Forwarding
19146	Dual Listing - Dual Billing

4. Rate Cases

Hearings were held and a draft order is in the process of being prepared concerning

DPU #	CONCERNING
19055	Grandby Telephone and Telegraph Company

III. REGULATION OF BUSINESS PRACTICES

Substantial staff effort has been directed to complaints received from individuals, companies and elected officials representing subscribers of telephone service, concerning various practices on the part of NET. The procedure adopted for responding to these complaints has been to acknowledge receipt of the complaint and advise the complainant that an inquiry will be conducted into his allegations. The Company is advised of the particulars of the individual complaint and is directed to present its position relative thereto.

The Division has been compiling records concerning the type of complaint received and the Company's response thereto. Some patterns seem to be emerging with respect to the type of complaint:

There has been a number of inquiries concerning billing and termination procedures employed by the Company. Once the Department's regulations concerning residential billing and termination procedures are formally promulgated, there will be a determinable standard on which to resolve these complaints.

Other Inquiries

The Department has received other inquiries concerning the following matters with sufficient frequency to indicate the potential for further inquiry:

Harassing and Obscene Phone Calls
Telephone Company Sales Tactics
Quality of telephone service
Advertising policies
Preferential rate classifications for municipalities
Preferential rate classifications for non-profit organizations
Yellow Page directory listings

PUBLIC UTILITIES CONSUMER DIVISION

The Consumer Division of the Massachusetts Department of Public Utilities assists consumers with gas, electric and water company bill disputes.

The Division operates pursuant to Chapters 164 and 165 of the Massachusetts General Laws, under regulations promulgated by the Department of Public Utilities. The most pertinent of these regulations is D.P.U. 18565, Billing and Termination Procedures of The Department of Public Utilities, covering procedures to be applied to billing and termination procedure for residential customers, termination of service to customers during serious illness, termination of services to accounts affecting tenants, and termination of services to elderly persons.

A simple, easy to read flyer, "We're Here to Help," advising consumers of the regulations, was prepared by the Department for printing and distribution as a billing insert by all utility companies.

Every residential consumer who has a billing dispute with a gas, electric or water utility company has a right to a hearing. However, many consumers have disputes, or require explanations, that can be settled without scheduling a hearing. Consumer coordinators make every effort to settle disputes or solve problems in the manner most expeditious to the consumer.

Many problems are settled by telephone, mail, and personal visit by the consumer to the Consumer Division office on the twelfth floor of the Saltonstall Building.

Companies are required by Department regulations to inform their customers, through a notice accompanying the utility bill, of the customer's right to a hearing, and to assistance from both the utility company and the Department of Public Utilities in settling any billing question or dispute.

When a hearing is scheduled, the consumer meets with a Department of Public Utilities Consumer Coordinator and with a representative of the utility company to discuss the dispute. The Consumer Coordinator, after investigation of pertinent facts and records, will rule on the dispute. If the ruling is not agreeable to either the consumer or the company, the ruling may be appealed by written notice to the Department within seven days. The appeal is to an adjudicatory procedure under Chapter 30A of the General Laws. Appeal from the Departmental order following an adjudicatory hearing is to the Massachusetts Supreme Court.

Consumers who seek court action against a utility company prior to Departmental administrative remedies are usually remanded, by the court, back to the Department of Public Utilities.

Since traveling to Boston is a problem for some consumers, the Department attempts to schedule hearings in key cities of the Commonwealth on a monthly rotating basis. Last fiscal year hearings were held in Springfield, New Bedford, Worcester, and Amherst.

Similarly, to make the services of the Division more accessible to consumers outside of the Metropolitan Boston Area, a toll free number was installed in December. Of the total incoming calls, 13% are on the toll free number.

The following is a numerical tabulation of consumers assisted between July 1, 1976, and June 30, 1977.

		Telephone	Mail	Walk-In	Hearings	Appealed to Adjudicatory
July	'76	3,501	600	54	268	3
Aug		4,046	588	62	231	12
Sept		3,900	550	57	271	22
Oct		3,896	461	61	300	15
Nov		4,103	481	75	269	6
Dec		3,694	455	72	191	13
Jan	'77	4,847	540	53	245	9
Feb		4,182	705	82	190	8
March		5,091	1,016	80	226	11
April		5,541	978	77	191	6
May		5,858	914	73	225	7
June		5,702	947	77	200	11
		54,361	8,235	823	2,807	123

In the 2,807 hearings held at the Consumer Division, the following companies were involved.

Electric Companies

Boston Edison	630
Brockton Edison	29
Cambridge Electric	22
Fall River Electric Light	9
Massachusetts Electric	337
New Bedford Gas and Edison Light Co.	95
Western Massachusetts Electric Co.	24
Others and Municipals	17
	1,163

Gas Companies

Bay State Gas	115
Berkshire Gas	2
Boston Gas	1,370
Commonwealth Gas	127
Fall River Gas	7
Haverhill Gas	3
New Bedford Gas and Edison Light Co.	20
	1,644

TELEPHONE AND TELEGRAPH DIVISION

The Commonwealth of Massachusetts is served by the following thirteen (13) telephone companies, with over 99% by the New England Telephone and Telegraph Company:

*Business and Professional Men's Exchange, Inc.

*Colonial Mobiletelephone and Paging Service, Inc.

Granby Telephone and Telegraph Company

*Massachusetts - Connecticut Mobile Telephone Company

*Mobilfone of Boston

New England Telephone and Telegraph Company

*North Shore Communications, Inc.

*Ram Broadcasting of Massachusetts, Inc.

Richmond Telephone Company

Taconic Telephone Corporation

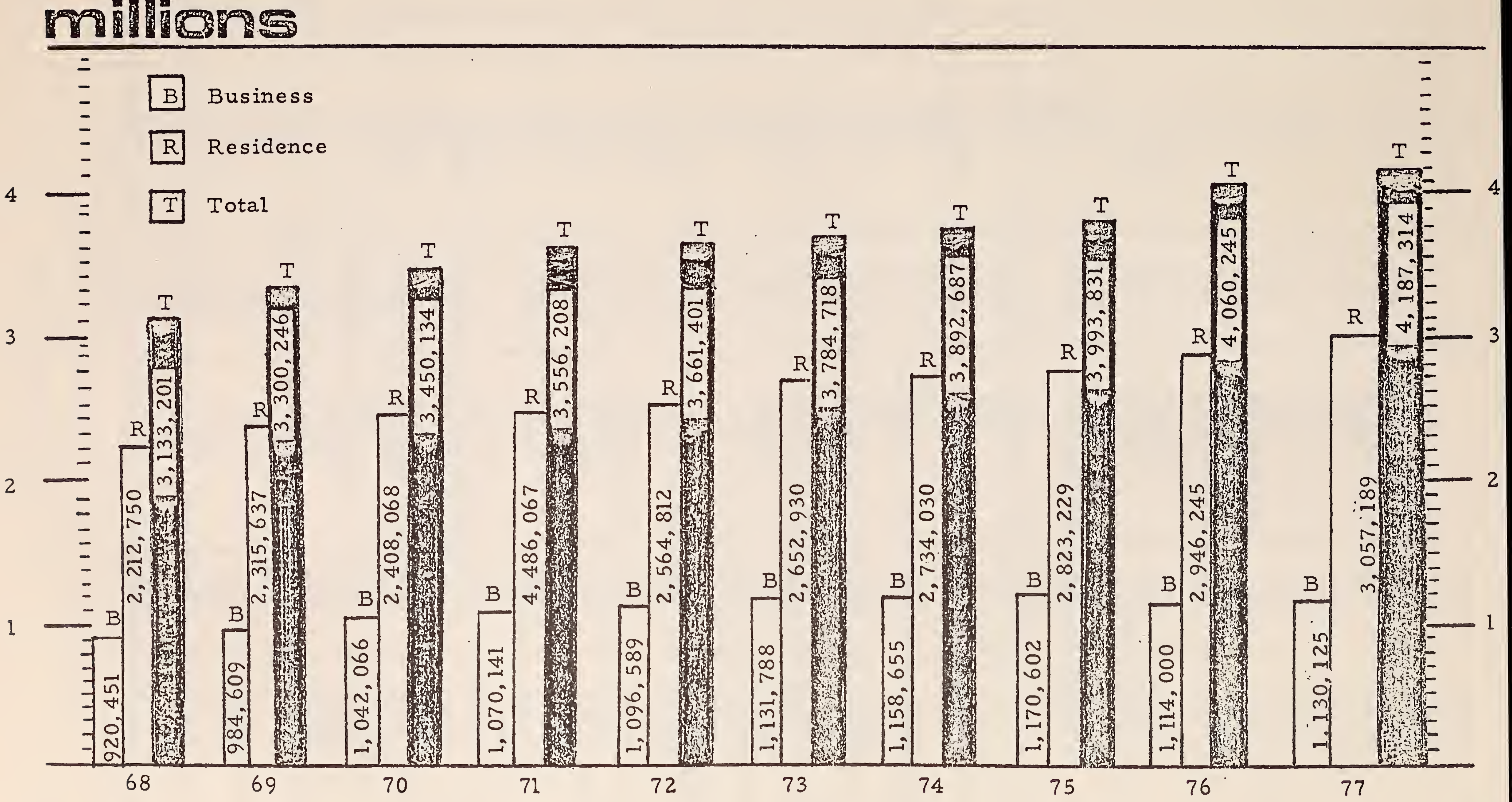
*Telephone Answering Service of Taunton

*Worcester Communications Company

*(The above miscellaneous radio carrier, by virtue of interconnection with land line carriers, thereby giving a through service of radio and telephone becomes an operating telephone company under the jurisdiction of this department).

Alphabetical List of Exchanges
Total Terminals In Each Exchange June 30, 1976

Terminals	Exchanges
7,377	Acton
5,640	Adams
5,025	Amesbury
9,695	Amherst
9,149	Andover
22,175	Arlington
1,545	Ashburnham
703	Ashby
437	Ashfield
824	Assonet
5,034	Athol
11,171	Attleboro
4,208	Auburn
4,916	Ayer
3,107	Barnstable
1,387	Barre
873	Becket
1,676	Belchertown
2,132	Bellingham
12,119	Belmont
615	Berlin
656	Bernardston
14,593	Beverly
11,172	Billerica
4,517	Blackstone (Loc.)
339	Blandford
765	Bolton
1,294	Boylston
14,538	Braintree
2,225	Brewster
4,792	Bridgewater
23,180	Brighton
1,820	Brimfield
40,025	Brockton
40,715	Brookline
6,195	Bryantville
10,551	Burlington
4,048	Buzzards Bay
53,073	Cambridge
7,491	Canton
1,619	Carver
3,929	Cataumet
94,350	Central
826	Charlemont
5,753	Charlestown
1,942	Charlton
3,598	Chatham
10,410	Chelsea
350	Chester
321	Chesterfield
13,562	Chicopee
973	Chilmark
6,493	Clinton
2,862	Cohasset
548	Colrain
7,493	Concord
385	Conway
461	Cummington
2,630	Dalton
11,168	Danvers
14,673	Dedham
14,155	Dennis
1,060	Dighton
36,114	Dorchester
1,626	Dover
2,455	Duxbury
14,355	East Boston
2,643	East Bridgewater
1,459	East Douglas
6,928	Easthampton
4,414	East Longmeadow
4,781	Easton
1,839	Edgartown
1,252	Essex
15,792	Everett
49,122	Fall River
11,671	Falmouth
17,051	Fitchburg
4,565	Foxboro
31,384	Framingham
6,607	Franklin
7,760	Gardner
2,372	Georgetown
764	Gilbertville
11,573	Gloucester
3,696	Grafton
432	Granville
[illegible]	Great Barrington
8,817	Greenfield
2,042	Groton
3,397	Hamilton
1,503	Hampden
4,104	Hanover
1,071	Harvard
6,208	Harwich
1,117	Hatfield
19,120	Haverhill
7,218	Hingham
924	Hinsdale
4,057	Holden
4,219	Holliston
30,979	Holyoke
2,293	Hopkinton
712	Housatonic
481	Hubbardston
6,100	Hudson
4,353	Hull
707	Huntington
13,220	Hyannis
12,955	Hyde Park
4,407	Ipswich
38,818	Jamaica Plain
3,714	Kingston
45,726	Lawrence
2,890	Lee
3,144	Leicester
2,204	Lenox
13,191	Leominster
19,921	Lexington
1,974	Lincoln
2,330	Littleton
5,571	Longmeadow
56,341	Lowell
6,173	Ludlow
1,911	Lunenburg
41,528	Lynn
3,036	Lynnfield
23,447	Malden
3,043	Manchester
4,905	Mansfield
9,039	Marblehead
1,846	Marion
13,523	Marlboro
8,923	Marshfield
2,455	Mattapoisett
5,003	Maynard
3,133	Medfield
21,207	Medford
2,993	Medway
12,747	Melrose
1,479	Merrimac
7,201	Middleboro
11,110	Milford
4,616	Millbury
503	Millers Falls
2,321	Millis
18,065	Milton
79	Monroe Bridge (Loc.)
1,899	Monson
779	Montague
3,868	Nantucket
14,997	Natick
12,443	Needham
55,196	New Bedford
10,529	Newburyport
37,975	Newton
5,196	North Adams
12,734	Northampton
9,241	North Attleboro
3,446	Northboro
4,005	North Brookfield
1,034	Northfield
3,914	North Reading
526	North Swansea (Loc.)
2,987	Norton
2,049	Norwell
13,794	Norwood
351	Oakham
2,894	Orange
5,623	Orleans
7,082	Osterville
850	Otis
3,576	Oxford
4,910	Palmer
16,849	Peabody
2,151	Pepperell
346	Petersham
23,582	Pittsfield
12,259	Plymouth
679	Princeton
3,032	Provincetown
37,162	Quincy
14,740	Randolph
8,463	Reading
1,714	Rehoboth
17,053	Revere
2,193	Rochester
11,306	Rockland
3,425	Rockport
1,249	Rowley
19,684	Roxbury
529	Russell
1,440	Rutland
4,250	Sagamore
16,455	Salem
453	Sandisfield
8,807	Saugus
6,284	Scituate
3,472	Seekonk (Loc.)
4,472	Sharon
1,593	Sheffield
1,793	Shelburne Falls
1,292	Shirley
5,458	Shrewsbury
527	Siasconset
39,767	Somerville
13,052	South Boston
6,637	Southbridge
2,518	South Deerfield
4,444	Southgate (Loc.)
2,411	Southwick
4,003	Spencer
54,530	Springfield
1,451	Sterling
1,777	Stockbridge
7,320	Stoneham
9,074	Stoughton
2,344	Sturbridge
4,536	Sudbury
20,229	Taunton
1,699	Templeton
2,927	Topsfield
1,533	Townsend
2,475	Turners Falls
1,860	Tyngsboro
1,236	Upton
2,610	Uxbridge
4,440	Vineyard Haven
10,409	Wakefield
6,446	Walpole
31,927	Waltham
3,294	Ware
7,193	Wareham
1,265	Warren
15,505	Watertown
2,507	Wayland
3,272	Webster
14,205	Wellesley
2,553	Wellfleet
5,391	Westboro
2,147	West Boylston
12,905	Westfield
4,116	Westford
1,771	Westminster
651	West Newbury
3,331	Westport
493	West Stockbridge
20,549	Weymouth
4,433	Whitinsville
4,715	Whitman
4,092	Wilbraham
1,178	Williamsburg
3,124	Williamstown
7,635	Wilmington
2,240	Winchendon
6,450	Winchester
7,919	Winthrop
15,015	Woburn
76,591	Worcester
397	Worthington
2,404	Wrentham



telephones in massachusetts

(at the end of the fiscal year)

YEAR	MAIN TELEPHONES RESIDENCE	MAIN TELEPHONES BUSINESS	TOTAL RESIDENCE EXTENSIONS	PBX & BUSINESS EXTENSIONS	TOTAL TELEPHONES
6/30/66	1,536,012	256,458	550,318	587,233	2,930,021
6/30/67	1,578,241	262,650	590,500	628,183	3,059,574
6/30/68	1,590,224	265,257	622,535	655,194	3,133,210
6/30/69	1,651,795	277,865	663,194	706,744	3,300,244
6/30/70	1,704,540	289,793	703,523	752,273	3,450,129
6/30/71	1,747,554	298,215	738,513	771,926	3,556,208
6/30/72	1,789,278	307,524	775,539	789,065	3,661,401
6/30/73	1,834,206	318,389	818,724	813,399	3,784,718
6/30/74	1,865,900	323,061	868,132	835,594	3,892,687
6/30/75	1,876,101	324,563	947,128	846,039	3,993,831
6/30/76	1,897,947	331,047	1, 048,298	782,953	4,060,245
6/30/77	1,917,486	337,966	1, 139,703	792,159	4,187,314

INTRODUCTION OF BAY STATE SERVICE IN THE FOLLOWING EXCHANGES

ROCHESTER
SOUTHBRIDGE
RUTLAND
BOYLSTON
BLANDFORD
CHESTER
GRANVILLE
HUNTINGTON
BARRE
WARREN
HARWICH
WELLFLEET
ASHBURNHAM
BEVERLY
BROCKTON
NEEDHAM
RANDOLPH
GILBERTVILLE

WALTHAM
MEDWAY
MIDDLEBORO
LINCOLN
WAREHAM
MILLIS
EASTON
CHATHAM
LEXINGTON
MANSFIELD
BREWSTER
PEPPERELL
AMESBURY
HAMILTON
HATFIELD
WOBURN
FRANKLIN
WEBSTER

FOXBORO

DISCONTINUANCE OF FOUR-PARTY RESIDENCE SERVICE OFFERINGS IN THE FOLLOWING TELEPHONE EXCHANGES

GILBERTVILLE
NORTH BROOKFIELD
ORLEANS
WELLFLEET

MILLERS FALLS
ORANGE
SHELBURNE FALLS
WILLIAMSBURG

DISCONTINUANCE OF FOUR PARTY RESIDENCE SERVICE CONT'D

ASHFIELD	BECKET
BERNARDSTON	BLANDFORD

INTRODUCTION OF EXPANDED COMMUNITY CALLING SERVICE

CONCORD	LINCOLN
HUDSON	MARLBORO
WAREHAM	BOLTON
BUZZARDS BAY	UXBRIDGE
HUDSON	ANDOVER
GREAT BARRINGTON	WESTBORO
MAYNARD	FALL RIVER
SANDISFIELD	WESTMINISTER
NORTHBORO	WILLIAMSTOWN
HINGHAM	UPTON
CONCORD	HOLYOKE
LAWRENCE	WILMINGTON
HAVERHILL	ADAMS

INTRODUCTION OF CUSTOMER PARTICIPATION PLAN

BILLERICA	LOWELL
TYNGSBORO	WESTFORD
WILMINGTON	BROCKTON
FRAMINGHAM	HOPKINTON
HOLLISTON	ROCKLAND
STOUGHTON	WHITMAN

BOUNDARY CHANGES BETWEEN THE FOLLOWING TELEPHONE EXCHANGES

STERLING CLINTON

RECLASSIFICATION OF MAIN TELEPHONE EXCHANGE SERVICES TO THE NEXT HIGHER RATE GROUP IN THE FOLLOWING EXCHANGES:

Exchanges Outside Metropolitan Boston Exchanges

Barnstable	-	From	Rate	Group	3	to	Rate	Group	4
Burlington (Measured)	-	"	"	"	5	to	"	"	6
Easthampton	-	"	"	"	2	to	"	"	3
Hamilton	-	"	"	"	3	to	"	"	4
Orleans	-	"	"	"	2	to	"	"	3
Stoughton	-	"	"	"	4	to	"	"	5
Walpole	-	"	"	"	3	to	"	"	4

As of June 30, 1977 there were 4,187,314 telephones in Massachusetts, representing an increase of 127,069 telephones over the previous year ending June 30, 1976. (These figures pertain only to the New England Telephone Company, excluding the other twelve (12) companies which combined are approximately 3,500 telephones), broken down as follows:

	June 30, 1977	June 30, 1976	Increase
Residence Main	1,917,486	1,897,947	19,539
Business Main	337,966	324,563	13,403
Total Main Telephones	2,255,452	2,228,994	26,458
Residence Extensions	1,139,703	1,048,298	91,405
PBX & Business Extensions	792,159	782,953	9,206
Total Extensions	1,931,862	1,831,251	100,611
Total Telephones	4,187,314	4,060,245	127,069

Total telephone subscribers (terminal) 2,414,595 an increase of 36,408 over the preceding year.

During this period there were 1,962 formal complaints made to the division for assistance relative to telephone and telegraph matters which required special research and investigation, with detailed written reports made on all such complaints. Many informal inquiries were also made to the Director and personnel of the division. (it is estimated that for every formal complaint, there were at least five telephone inquiries which were handled with assistance but not documented).

A breakdown of the volume of complaints received over the past few years is as follows:

Period	Complaints Received	Increase Over Previous Year
July 1, 1965 - June 30, 1966	1,020	153
July 1, 1966 - June 30, 1967	1,122	102
July 1, 1967 - June 30, 1968	1,865	743
July 1, 1968 - June 30, 1969	2,562	697
July 1, 1969 - June 30, 1970	3,576	1,014
July 1, 1970 - June 30, 1971	3,893	317
July 1, 1971 - June 30, 1972	4,167	274
July 1, 1972 - June 30, 1973	4,073	94-
July 1, 1973 - June 30, 1974	2,498	1,575-
July 1, 1974 - June 30, 1975	2,216	282-
July 1, 1975 - June 30, 1976	2,147	69-
July 1, 1976 - June 30, 1977	1,962	185-

MONTHLY BREAKDOWN AS TO VOLUME OF COMPLAINTS RECEIVED

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1966	88	68	86	67	81	140	121	110	86	85	95	85
1967	84	75	72	84	97	128	157	176	160	151	141	146
1968	177	150	158	132	133	184	233	217	231	285	191	207
1969	248	185	183	225	166	191	398	308	356	317	258	334
1970	275	334	257	209	231	319	347	239	424	415	314	322
1971	318	343	376	268	222	305	269	243	351	333	405	384
1972	411	409	439	318	304	301	355	394	461	453	395	297

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1973	328	275	283	275	231	326	306	268	233	236	226	178
1974	225	170	178	173	169	136	180	154	197	189	193	177
1975	229	205	179	175	162	166	224	225	197	237	143	154
1976	202	177	200	166	121	128	153	163	146	150	200	165
1977	190	122	197	156	151	164						

A summary of the greatest number of complaints and requests for investigation of telephone service follows:

Busy Circuits, Delayed Dial Tone, Line Dead or Out of Order	207
Delayed Installation of Service	150
Disconnections and Threatened Disconnections of Service	540
Billing Complaints/Tariff Charges	424
Service in General (there were also people who wished to be registered with no formal complaint	201
Transmission Problems (Noise, Static and Cross Wiring, etc.)	15
Deposits Protests and Request for Refund	161
Directory Listings, Intercept and Yellow Page Complaints	44
Pole, Cable and Wire Complaints	29
Western Union Complaints	2
Regrades/Number Change, etc.	16
Message Unit Complaints	31
Calling Area and Boundary Complaints	14
Threatening, Anonymous, Obscene and Annoyance Calls	39
Equipment Failures/Changes, etc.	8
Miscellaneous	42
Service Denial	39
	1,962

During this period, the Telephone Company notified the division of 98 "Major Trouble Reports" (Cable breaks, etc.). There were many tariff changes which should give an improved telephone service.

During the full year ending June 30, 1977, this Division had a total of 1,962 complaint investigations with 981 being conducted during the first six months of 1977.

Only complaints which are ultimately investigated are made part of the physical record. There are an average of five telephone calls received in which general information is sought for every complaint or request for investigation received.

"911 EMERGENCY TELEPHONE NUMBER SERVICE"

Massachusetts General Laws Chapter 166 Sec. 14A. UNIVERSAL EMERGENCY TELEPHONE SERVICE.

Every telephone company doing business within the commonwealth, upon the receipt of an order for universal emergency telephone service from an official authorized to contract for such service for a municipality, shall make available, under rates, rules and regulations filed with the department of public utilities pursuant to chapter one hundred and fifty-nine and as soon as is reasonable, the universal emergency telephone number "911" for use by the public in seeking assistance from fire, police and other related agencies through a single report center manned by the municipality.

SUMMARY

Nine-one-one (911) is the three digit telephone number that has been designated for public use throughout the United States in reporting an emergency and requesting emergency assistance. It is intended as a nationwide telephone number giving the public direct access to an emergency answering center.

The concept of a nationwide telephone number was first realized in Great Britain more than 30 years ago with that country's establishment of "999" on a national scale. Other countries in Europe and elsewhere have since provided their citizens with similar uniform emergency telephone numbers.

In this country, official impetus for the development of a nationwide emergency telephone number was provided by the 1967 recommendation of the President's Commission on Law Enforcement and Administration of Justice that a "single number should be established" for reporting police emergencies. Other Federal Government agencies and various government officials supplied further stimulus. In 1968, the American Telephone and Telegraph Company announced that it would make the digits 911 available for national implementation. The intense interest in the concept itself can be attributed primarily to the recognition of several relevant characteristics of modern society: increased incidence of crimes, accidents, and medical emergencies; inadequacy of existing emergency reporting methods; and the continued growth and mobility of the population.

In March of 1973, the Office of Telecommunications Policy, Executive Office of the President, issued a national policy statement which recognized the benefits of 911, encouraged the nationwide adoption of 911, and provided for the establishment of a Federal Information Center on 911.

Over three hundred 911 systems, representing communities of all sizes and serving a total population of more than 22 million, are currently in operation. In addition, many other systems are scheduled for implementation on a continuing basis.

The overwhelming majority of communities which have provided 911 report positive experiences and consider 911 an important component of their total emergency response capability.

THE FOLLOWING PAGES OF THIS REPORT WILL GIVE THE COMMISSION A SUMMARY OF THE STATUS OF THE "911" EMERGENCY TELEPHONE NUMBER SERVICE" NOT ONLY FOR THIS COMMONWEALTH, BUT FOR ALL OTHER STATES THAT THE NEW ENGLAND TELEPHONE COMPANY SERVES FOR COMPARISON PURPOSES.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1977

AREA - COMPANY

911 SYSTEMS:	Present Quarter	Previous Quarter
1. In Service	49	48
2. On Order*	8	8
3. Under Study*	35	26
4. Authorized*	5	5
5. Total Under Negotiation (3+4)	40	31
6. Service Proposal Rejections	1	1
7. New Inquiries	9	2

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

2* On Order - service proposal accepted by municipality and central office equipment ordered.

3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.

4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1977

AREA - MAINE

911 SYSTEMS:	Present Quarter	Previous Quarter
1. In Service	4	4
2. On Order*	1	1
3. Under Study*	4	3
4. Authorized*	0	0
5. Total Under Negotiation (3+4)	4	3
6. Service Proposal Rejections	0	0
7. New Inquiries	1	2

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

2* On Order - service proposal accepted by municipality and central office equipment ordered.

3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.

4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1977

AREA - MASSACHUSETTS

911 SYSTEMS:	Present Quarter	Previous Quarter
1. In Service	44	43
2. On Order*	7	7
3. Under Study*	29	21
4. Authorized*	3	3
5. Total Under Negotiation (3+4)	32	24
6. Service Proposal Rejections	1	1
7. New Inquiries	8	0 0

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

2* On Order - service proposal accepted by municipality and central office equipment ordered.

3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.

4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1977

AREA - NEW HAMPSHIRE

911 SYSTEMS:	Present Quarter	Previous Quarter
1. In Service	1	1
2. On Order*	0	0
3. Under Study*	0	0
4. Authorized*	2	2
5. Total Under Negotiation (3+4)	2	2
6. Service Proposal Rejections	0	0
7. New Inquiries	0	0

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

2* On Order - service proposal accepted by municipality and central office equipment ordered.

3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.

4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1977

AREA - RHODE ISLAND

911 SYSTEMS:	Present Quarter	Previous Quarter
1. In Service	0	0
2. On Order*	0	0
3. Under Study*	0	0
4. Authorized*	0	0
5. Total Under Negotiation (3+4)	0	0
6. Service Proposal Rejections	0	0
7. New Inquiries	0	0

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

2* On Order - service proposal accepted by municipality and central office equipment ordered.

3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.

4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1977

AREA - VERMONT

911 SYSTEMS:	Present Quarter	Previous Quarter
1. In Service	0	0
2. On Order*	0	0
3. Under Study*	2	2
4. Authorized*	0	0
5. Total Under Negotiation (3+4)	2	2
6. Service Proposal Rejections	0	0
7. New Inquiries	0	0

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

2* On Order - service proposal accepted by municipality and central office equipment ordered.

3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.

4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

"911" SYSTEMS IN-SERVICE

	Service Date	Agencies Served	Answering Location	Population Served
Maine (4)				
Boothbay Harbor Regional System includes: Boothbay and Southport	4/72	Fire, Police & Ambulance	Communications Center	3,150
Camden	10/69	Fire, Police	Police	3,523
Lisbon includes: Lisbon Falls, Lisbon Center and Lisbon Village	11/75	Fire, Police & Ambulance	Emergency Center	7,750
Waterville Regional System includes: Benton Fairfield, Oakland and Winslow	2/73	Fire, Police & Ambulance	Communications Center	36,500
Massachusetts (43)				
Metro Division (6)				
Boston	11/72	Fire, Police & Ambulance	Police	637,986
Brookline	11/72	Fire, Police & Ambulance	Police	53,150
Cambridge	1/76	Fire, Police & Ambulance	Police	102,095
Dover	11/76	Fire, Police & Ambulance	Emergency Center	4,923
Newton	11/73	Fire, Police	Police	89,183
Woburn	8/71	Fire, Police & Ambulance	Police	35,329

"911" SYSTEMS IN-SERVICE (CONT'D)

	Service Date	Agencies Served	Answering Location	Population Served
Central Division Northeast District (7)				
Hamilton-Wenham	5/73	Fire, Police	Public Emergency Center	6,679 3,359
Manchester	11/76	Fire, Police & Ambulance	Police	5,542
Merrimac	6/76	Fire, Police & Ambulance	Emergency Center	4,202
Revere	9/74	Fire, Police	Police	41,292
Rockport	4/76	Fire, Police	Police	6,284
Topsfield	5/73	Fire, Police	Public Emergency Center	5,913
Tyngsboro	10/74	Fire, Police	Police	4,870
Southeast District (16)				
Bellingham	9/75	Fire, Police	Police	14,461
Braintree	4/76	Fire, Police	Police	36,822
Easton	4/72	Fire, Police	Police	13,138
Framingham	9/71	Fire, Police & Ambulance	Police	65,564
Holliston	9/75	Fire, Police	Police	12,921

"911" SYSTEMS IN-SERVICE (CONT'D)

	Service Date	Agencies Served	Answering Location	Population Served
Central Division Southeast District (16) (Cont'd)				
Mansfield	10/76	Fire, Police	Police	12,447
Marshfield	4/75	Fire, Police & Ambulance	Police	19,450
Mattapoisett	3/71	Fire, Police & Ambulance	Police	5,376
Medfield	5/73	Fire, Police	Police	10,031
Medway	6/77	Fire, Police	Police	8,166
Middleboro	6/73	Fire, Police & Ambulance	Police	14,146
Millis	9/75	Fire, Police	Police	6,534
Quincy	8/71	Fire, Police & Ambulance	Police	91,487
Randolph	8/71	Fire, Police & Ambulance	Police	29,206
Weymouth	3/76	Fire, Police	Police	56,854
Wrentham	1/72	Fire, Police & Ambulance	Communications Center	7,342
Western Division (15)				
Amherst	11/70	Fire, Police & Ambulance	Police	22,308
Auburn	3/73	Fire, Police & Ambulance	Police	15,626

"911" SYSTEMS IN-SERVICE (CONT'D)

	Service Date	Agencies Served	Answering Location	Population Served
Western Division (15) (Cont'd)				
Clinton	10/72	Fire, Police & Ambulance	Police	13,015
Dalton-Windsor	6/71	Fire, Police & Ambulance	Police	8,073
East Longmeadow	4/75	Fire, Police	Police	13,132
Millbury	12/73	Fire, Police & Ambulance	Police	12,121
Northampton	11/72	Fire, Police & Ambulance	Police	27,695
Oxford	10/76	Fire, Police	Police	10,822
Southbridge	12/71	Fire, Police & Ambulance	Police	16,910
Southwick	2/71	Fire, Police & Ambulance	Police	7,028
Springfield	4/69	Fire, Police & Ambulance	Police	168,785
Ware	11/76	Fire, Police	Police	8,679
Westboro	3/73	Fire, Police & Ambulance	Police	13,954
Westfield	2/70	Fire, Police & Ambulance	Police	32,863
Worcester	8/70	Fire, Police & Ambulance	Police	172,342

"911" SYSTEMS IN-SERVICE (CONT'D)

	Service Date	Agencies Served	Answering Location	Population Served
New Hampshire (1)				
Dover	7/72	Fire, Police & Ambulance	Police	26,000
Rhode Island & Vermont				
None				

①

"911" SYSTEMS - ON ORDER

	Proposed Service Date	Agencies Served	Answering Location	Population Served
New Hampshire, Rhode Island, Vermont				
None				
Maine (1)				
Bangor	1980	Fire, Police & Ambulance	Police	33,000
Massachusetts				
Metro Division (1)				
Waltham	3/78	Fire, Police	Emergency Center	56,757
Central Division Northeast District				
None				
Central Division Southeast District (4)				
Brewster	10/78	Fire, Police	Police	3,709
Marion	6/78	Fire, Police	Police	3,764
Medway	6/77	Fire, Police	Police	8,166
Provincetown	6/78	Fire, Police	Police	3,947

"911" SYSTEMS-ON ORDER (CONT'D)

	Proposed Service Date	Agencies Served	Answering Location	Population Served
Western Division (2)				
Grafton	3/81	Fire, Police	Police	14,900
Pepperell	9/77	Fire, Police	Police	6,745

"911" SYSTEMS - UNDER NEGOTIATION

	* Initial Negotiations	Authorized	Remarks
Maine (4)			
Jay	1/77		Preliminary inquiry received.
Lewiston-Auburn	1/77		Preliminary inquiry received.
Portland	5/75		Under study.
Skowhegan	6/77		Feasibility study under way.
New Hampshire (2)			
Nashua	12/75	6/76	
Salem	10/75	5/76	
Rhode Island			
None			
Vermont (2)			
Lamoille County	9/75		Under study.
Washington County	9/76		Under study.
Massachusetts (29)			
Metro Division (2)			
Needham	8/75	5/76	
Watertown	5/74	1/75	Waiting for Town's Decision.
Central Division Northeast District (5)			
Everett	12/74		Awaiting relocation of police department

"911" SYSTEMS - UNDER NEGOTIATION (CONT'D)

	* Initial Negotiations	Authorized	Remarks
Massachusetts (Cont'd)			
Central Division Northeast Division (5) (Cont'd)			
Haverhill	3/76		Under study.
Lawrence	6/75		Postponed
Saugus	5/77		Initial Inquiry
Winthrop	6/73		Postponed.
Central Division Southeast District (16)			
Bridgewater	8/74		Deferred for ESS in 1979
Brockton	3/72		Under study.
Carver	3/76		Deferred for ESS in 1979
Franklin	5/77		Initial Inquiry
Freetown	7/76		Under study possible regional system including Rochester.
Holbrook	6/76		Under study.
Martha's Vineyard	6/76		Regional system under study.
Milford	5/75		Under study. Segregation requested.
Natick	4/74		Awaiting decision by town.
Norton	3/77		Letter of intent received

"911" SYSTEMS - SERVICE PROPOSAL REJECTIONS

	Negotiations Terminated
ine (2)	
Androscoggin County	12/75
Bath	4/76
ssachusetts (19)	
Metro Division (4)	
Burlington	2/75
Dedham	7/74
Norwood	6/74
Somerville	8/76
Central Division Northeast District (9)	
Billerica	2/74
Boxboro	8/75
Georgetown	2/76
Haverhill	4/74
Littleton	8/75
Lowell	7/74
Peabody	4/74

"911" SYSTEMS - SERVICE PROPOSAL REJECTIONS (CONT'D)

	Negotiations Terminated
ssachusetts (Cont'd)	
Central Division Northeast District (9) (Cont'd)	
Stoneham	6/74
West Newbury	4/74
Central Division Southeast District (2)	
Barnstable County	5/77
Fall River	1/77
Western Division (4)	
Charlton	5/75
Chicopee	4/74
Ludlow	3/74
Wilbraham	9/76

Following is a complete list of all municipalities which have inquired about "911" Service since it was first offered in 1968. Footnotes describe the status of each case.

Maine (16)

Androscoggin County
Auburn
5 Bangor
Bath-Brunswick
1 Boothbay Harbor
Brewer
1 Camden
3 Jay
Kennebunk
3 Lewiston-Auburn
1 Lisbon
Penobscot County
3 Portland
3 Skowhegan
So. Berwick Rescue Squad
1 Waterville
Webber Hospital

New Hampshire (13)

Berlin
1 Dover
Gorham
Hampton
Keene
Kittery
4 Manchester
Merrimack
Milan
3 Nashua
Rochester
3 Salem
Wolfboro

Vermont (5)

State of Vermont,
Department of Health
Burlington
3 Lamoille County
3 Washington County
3 Windsor

Massachusetts (140)

3 Agawam
Amesbury
1 Amherst
Ashburnham
3 Ashby
Ashland
1 Auburn
Barnstable County
Bedford
1 Bellingham
4 Berlin
Beverly
Billerica
Bolton
1 Boston
Bourne
Boxboro
1 Braintree
5 Brewster
3 Bridgewater
Brockton
1 Brookline
Burlington
Buzzards Bay
1 Cambridge
Charlton
Chelmsford
Chelsea
Chester
Chicopee
1 Clinton
1 Dalton/Windsor
Danvers
Dartmouth
Dedham
Dennis
Dighton
1 Dover
Dracut
1 East Longmeadow
1 Easton
Essex
3 Everett
Fall River
Falmouth
3 Fitchburg
1 Framingham
3 Franklin
Gardner
Georgetown
5 Grafton

Massachusetts (Continued)

Greenfield
Hadley
1 Hamilton/Wenham
Hanson
Haverhill
Holbrook
1 Holliston
Holyoke
Hopkinton
Hull
Lancaster
Lawrence
Lenox
3 Leominster
Littleton
Lowell
Ludlow
Lynn
1 Manchester
1 Mansfield
5 Marion
Marlboro
1 Marshfield
1 Mattapoisett
Maynard
1 Medfield
1 Medway
Melrose
1 Merrimac
Methuen
1 Middleboro
3 Milford
1 Millbury
1 Millis
Milton
3 Natick
3 Needham
New Bedford
1 Newton
Norfolk
1 Northampton
North Andover
3 Norton
Norwood
1 Oxford
Peabody
Pembroke
5 Pepperell
Plainville
5 Provincetown
1 Quincy
1 Randolph
Reading
1 Revere
3 Rochester
1 Rockport
Sandwich
3 Saugus
3 Scituate
Sherborn
Shrewsbury
3 Somerset
Somerville
Southboro
1 Southbridge
1 Southwick
1 Springfield
Stoneham
Sudbury
Taunton
1 Topsfield
1 Tyngsboro
Wakefield
5 Waltham
1 Ware
Wareham
3 Watertown
Wayland
1 Westboro
1 Westfield
Westminster
West Newbury
West Stockbridge
1 Weymouth
Wilbraham
Winthrop
1 Woburn
1 Worcester
1 Wrentham

Rhode Island (7)

Cranston
Narragansett
Providence
Warren
Warwick
West Warwick
Woonsocket

Legend:

1 - In Service
2 - On order - scheduled for service in 1977
3 - Under negotiation
4 - Initial presentation made to municipalities, no response yet.
5 - On order - scheduled for service after 1977

All other inquiries listed above are considered inactive at this time.

Respectfully submitted,

Harold J. Keohane

Harold J. Keohane
Chairman

Eunice P. Howe

Eunice P. Howe
Commissioner

Reginald C. Lindsay
Commissioner

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